

Appendix D: prepare for a Care Quality Commission inspection

BMA Policy directorate



Answering CQC Inspector Questions During a GP practice CQC Inspection – Hints and tips for the clinical workforce

1. Put the patient at the centre of all your answers, talk about the patient journey and how you work with other health, social care and voluntary service providers by optimising the care service plan. Highlight past situations/cases (both clinical and non - clinical) where you can illustrate your point more clearly, helping you demonstrate compliance with CQC.
2. Remember all the different types of patients you deal with i.e. patients with dementia, disabilities, learning difficulties, non - English speaking, adults and children and how you flex the service to ensure the population groups get the best possible outcomes in line with the CQC Key Lines of Enquiry (KLOE).
3. Be descriptive informing the CQC inspector of any process, situation or system. Try and answer the question assuming the CQC Inspector knows nothing about your service. The CQC inspector will write down and report what they hear. So make your answers clear.
4. Talk about how you share information across the workforce to include communicating with other organisations and agencies (health visitors, community matrons, district nurses, safeguarding, schools, local authorities etc.) i.e. meetings, standing agendas, communication forums.
5. If you don't know the answer to a question, try and stay away from saying 'I don't know' or 'that's not my role', say you will get a colleague who can help to answer the question with you or access information to help you answer the question.
6. If you don't understand the question ask the CQC inspector to repeat the question or ask them to ask it in a different way.
7. Talk about any training and or resources that you have accessed or used.
8. Mention any legislation, guidance, policies, protocols, NICE and other best practice and other procedures in relation to the question.
9. Discuss audits, learning cycles and significant events and how you learn and improve the service and care you offer.
10. This is an opportunity to talk about how good/outstanding your services are and how your role contributes in providing quality, safe services and where the patient experience and care is maximised.